Travel Agent Training

**Purpose:** To book airfare for the University.

**Security Access Requirement:** Agent must have an ONYEN and password that has Web Travel access.

**Prerequisites:** None.

**Find Help:** Call Travel Services at 919-962-0213 or email travel_team@unc.edu
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Signing In

Follow these steps to sign in:

1. Use your ONYEN and password to log in to the Travel Agent sign on page at: http://itsapps.unc.edu/frs2

RESULT: The system displays the Document Search page.
Entering Airfare Details

1. If you aren’t signed in to the system yet, view the Signing In instructions.
2. In the **Document ID** field, enter the C# given to you by the department preparer and click the **Search** button.

**RESULT:** The system displays the Travel Information section for the C#.

3. Verify the **Travel Information** is correct. Once verified, agent may go ahead and book the ticket using their appropriate airfare booking system.

**NOTE:** To ensure proper transaction matching with the University’s system, agents **MUST**:

1. Only book tickets for C#s in **Approved** status; **AND**
2. Include the **C#** and the **6-digit Department #** in the airfare reservation using the agency’s airfare booking system.

4. After booking the ticket, agent must update the University’s Web Travel system by providing the following information:

   a. **Ticket Number** (required field) – Enter the ticket number.
   b. **Actual Air Fare** fields (required fields) – Enter the actual air fare amount twice.
   c. **Service Fee** (if applicable) – If there is a service fee, enter the service fee amount twice.
5. Click the **Submit** button.

**RESULT:** The system displays successful confirmation message.

**NOTE:** Actual airfare cost must be within 15% of estimated airfare. If the below error message is received. Agent must notify department preparer to provide a new C# for the travel.
Cancelling a Booked Ticket:

1. If you aren’t signed in to the system yet, view the Signing In instructions.

2. In the Document ID field, enter the C# given to you by the department preparer and click the Search button.

3. Using the Travel Information section, verify the transaction is the correct one. Once verified, agent may go ahead and cancel the ticket using their appropriate airfare booking system.

   Note: Only a C# in “ticketed” status can be cancelled.

4. After cancelling the ticket, agent must update the University’s Web Travel system by providing the following information, as applicable:
   
a. Checking the “Airline is issuing a voucher to the Traveler” checkbox, if no refund is due the University and a travel voucher will be issued to the traveler.

b. Cancellation Fee

c. Cancellation Service Fee

5. Click the Cancel Ticket button.

   Are you sure you want to cancel the ticket?
6. Click **OK** to verify cancellation.

**RESULT:** The system displays successful confirmation message.

![Image of a travel information screen with a successful cancellation message](image)

**Diners Club Data File Requirements:**

- **FILE TYPE:** Comma-delimited .CSV
- **FILE NAME:** MUST NOT contain spaces, commas, colons, etc.
- **DATA FILES DUE:** WEEKLY - by close on business TUESDAY
- **SUBMIT TO:** TER_Functional@bmo.com (via Secure Message)

To ensure successful matching of Airfare transactions with Diners Club’s T&E Reconciler system and the University’s system, the data file **MUST** meet the following file layout guidelines:

<table>
<thead>
<tr>
<th>COLUMN ORDER</th>
<th>NAME</th>
<th>TYPE</th>
<th>REQUIRED?</th>
<th>FORMAT &amp; MAX WIDTH</th>
<th>EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Card Account Number</td>
<td>Alphanumeric</td>
<td>Yes</td>
<td>16 Characters</td>
<td>5528350012345678</td>
</tr>
<tr>
<td>2</td>
<td>Passenger Name</td>
<td>Alpha (UPPER CASE ONLY)</td>
<td>Yes</td>
<td>Up to 35 Characters</td>
<td>ROSENBURG/ SUE ELLEN</td>
</tr>
<tr>
<td>3</td>
<td>Transaction Date</td>
<td>Numeric</td>
<td>Yes</td>
<td>All Numeric</td>
<td>04/15/2014 20140415</td>
</tr>
<tr>
<td></td>
<td>Transaction Amount</td>
<td>Numeric, Double Decimal</td>
<td>Yes</td>
<td>391.80 (Airfare) 25.00 (Agency Fee)</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>--------------------</td>
<td>--------------------------</td>
<td>-----</td>
<td>----------------------------------</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>ROC/ Ticket Number</td>
<td>Alphanumeric</td>
<td>Yes</td>
<td>0067364083000 (example of Airline ticket)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Airline Code (3 characters) + Ticket Number (10 characters)</td>
<td></td>
<td>8900615647793 (example of Agency Fee)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(MUST be combined into ONE field)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>C_Number</td>
<td>Alphanumeric</td>
<td>Yes</td>
<td>C203842</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Dept. Number</td>
<td>Numeric</td>
<td>Yes</td>
<td>300100</td>
<td></td>
</tr>
</tbody>
</table>

**RESULT:** Based on the above sample data, the booking transaction lines in the data file should show:

```
5528350012345678,ROSENBUG/ SUE ELLEN,04/ 15/ 2014,391.80,0067364083000,C203842,300100
5528350012345678,ROSENBUG/ SUE ELLEN,20140415,25.00, 8900615647793,C203842,300100
```

**NOTES:** The following are the most common issues for data mismatch/file rejection:

- No commas separating the fields;
- Airline Code and Ticket Number in separate fields;
- Incorrect Airline Code with Ticket Number;
- Passenger Name in lowercase - must be in ALL CAPS

Prior to submission, the agencies designated technical support person is required to look over the data after file conversion to ensure that it adheres to Diners Club’s data file requirements.